

Re: Legal Billing Record & Billing Subpoena Request Notification

COVID-19 Update: Sutter Shared Services is now accepting legal billing record requests and billing subpoena requests by mail, fax or email.

Due to COVID-19, we are changing our processes to assist you. Effective March 23, 2020 to January 1, 2021 Sutter Health Hospitals Business Services will accept via mail, fax or by [encrypted] email **legal billing record requests and billing subpoenas.**

This temporary change does not affect requests or waive legal service requirements for medical records or any other legal documents. Please continue to contact individual hospital or foundation offices for medical record requests or other legal documents. As needed, we will further modify these instructions to comply with government mandates. Please continue to watch for any updates.

As part of this temporary transition, please direct legal billing record requests and billing subpoenas to any of the following:

- **Ciox Health Legal Billing Direct:** 925-263-0402
- **Fax:** 925-779-3700
- **Encrypted Email:** s3cbolegalbilling@sutterhealth.org
- **Sutter West Bay Business Office Legal Billing – Ciox Health:** Will receive requests in person during Monday – Friday operating hours (8 a.m. to 4 p.m.), excluding holidays. To access the building, please go to the security station at 2300 Clayton Road, Concord. The security guard must be present to obtain access.

Instructions contained in this memo apply to the following facilities:

<p><u>Central Valley Region</u></p> <p>Memorial Medical Center Modesto</p> <p>Memorial Hospital Los Banos</p> <p>Sutter Tracy Community Hospital</p> <p><u>East Bay Region</u></p> <p>Alta Bates Summit Medical Center</p> <ul style="list-style-type: none"> • Ashby Campus • Summit Campus <p>Eden Medical Center</p>	<p>Sutter Delta Medical Center</p> <p>Sutter San Leandro Hospital</p> <p><u>Peninsula Coastal Region</u></p> <p>Mills-Peninsula Medical Center including the former Menlo Park Surgical Hospital</p> <p>Sutter Maternity & Surgery Center of Santa Cruz</p> <p><u>Sacramento Sierra Region</u></p> <p>Sutter Medical Center Sacramento</p>	<p>Sutter Center for Psychiatry</p> <p>Sutter Roseville Medical Center</p> <p>Sutter Auburn Faith Hospital</p> <p>Sutter Davis Hospital</p> <p>Sutter Amador Hospital</p> <p>Sutter Solano Medical Center</p> <p>Sutter Coast Hospital</p>	<p><u>West Bay Region</u></p> <p>California Pacific Medical Center</p> <p>Mission Bernal formerly St. Luke’s Hospital</p> <p>Novato Community Hospital</p> <p>Sutter Lakeside Hospital</p> <p>Sutter Santa Rosa Regional Hospital</p> <p>Sutter Marin Hospital</p>
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